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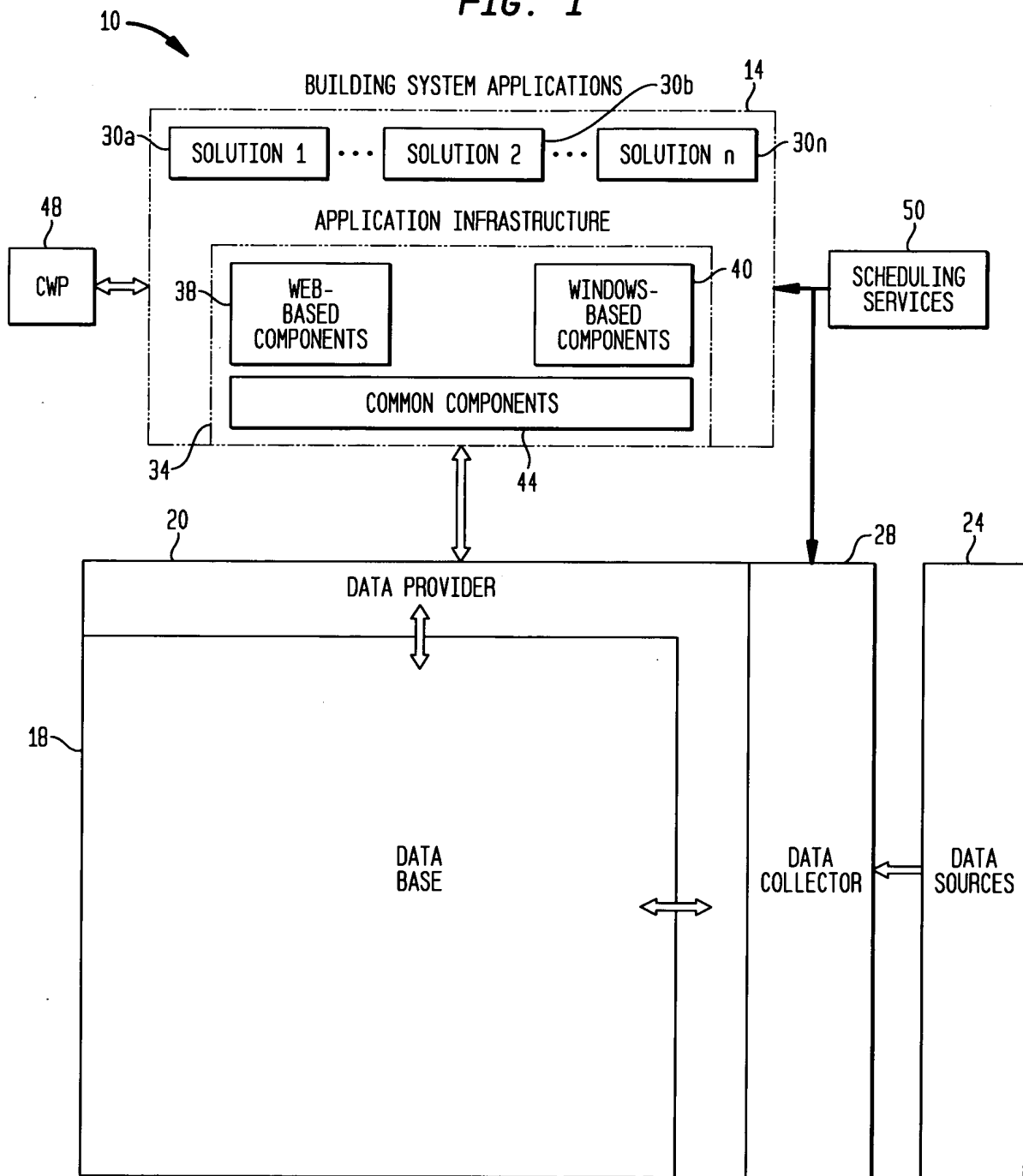
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2003P00904US

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FIG. 1



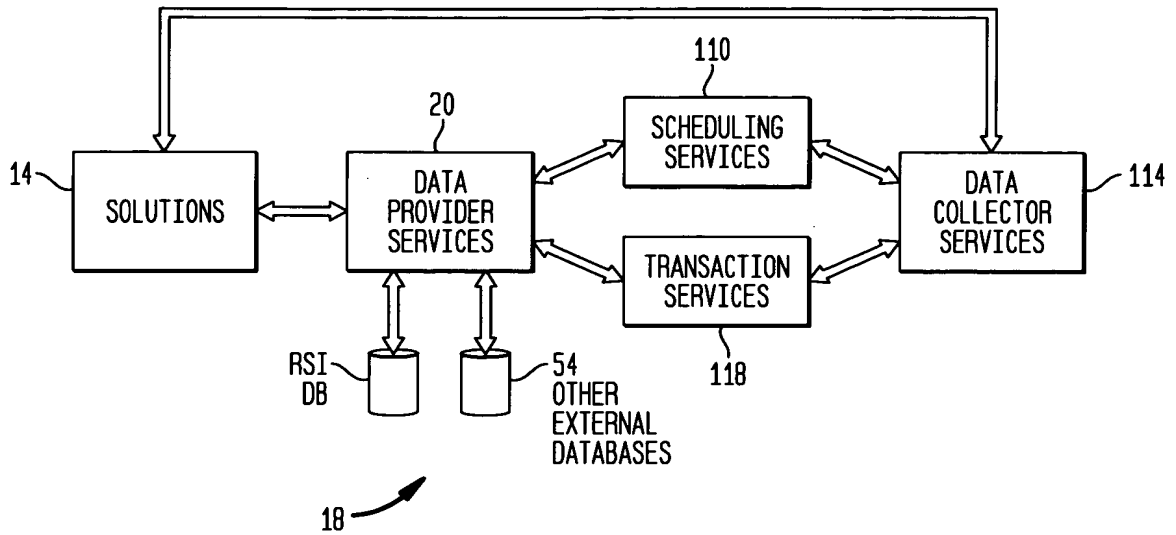
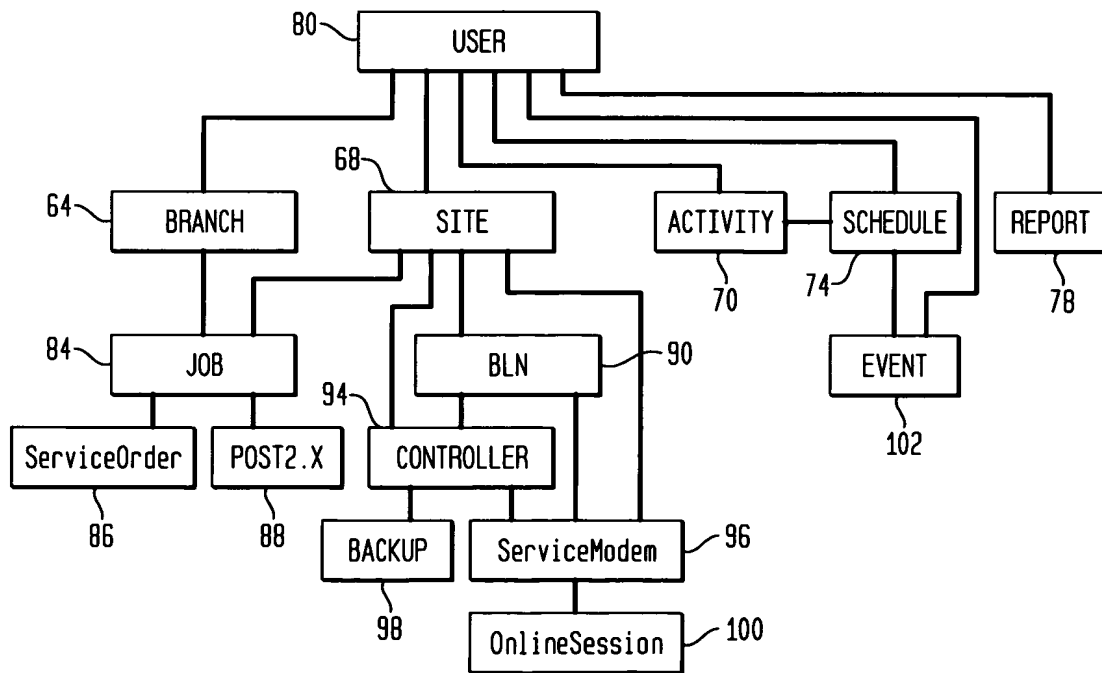
**FIG. 2A****FIG. 2B**

FIG. 3

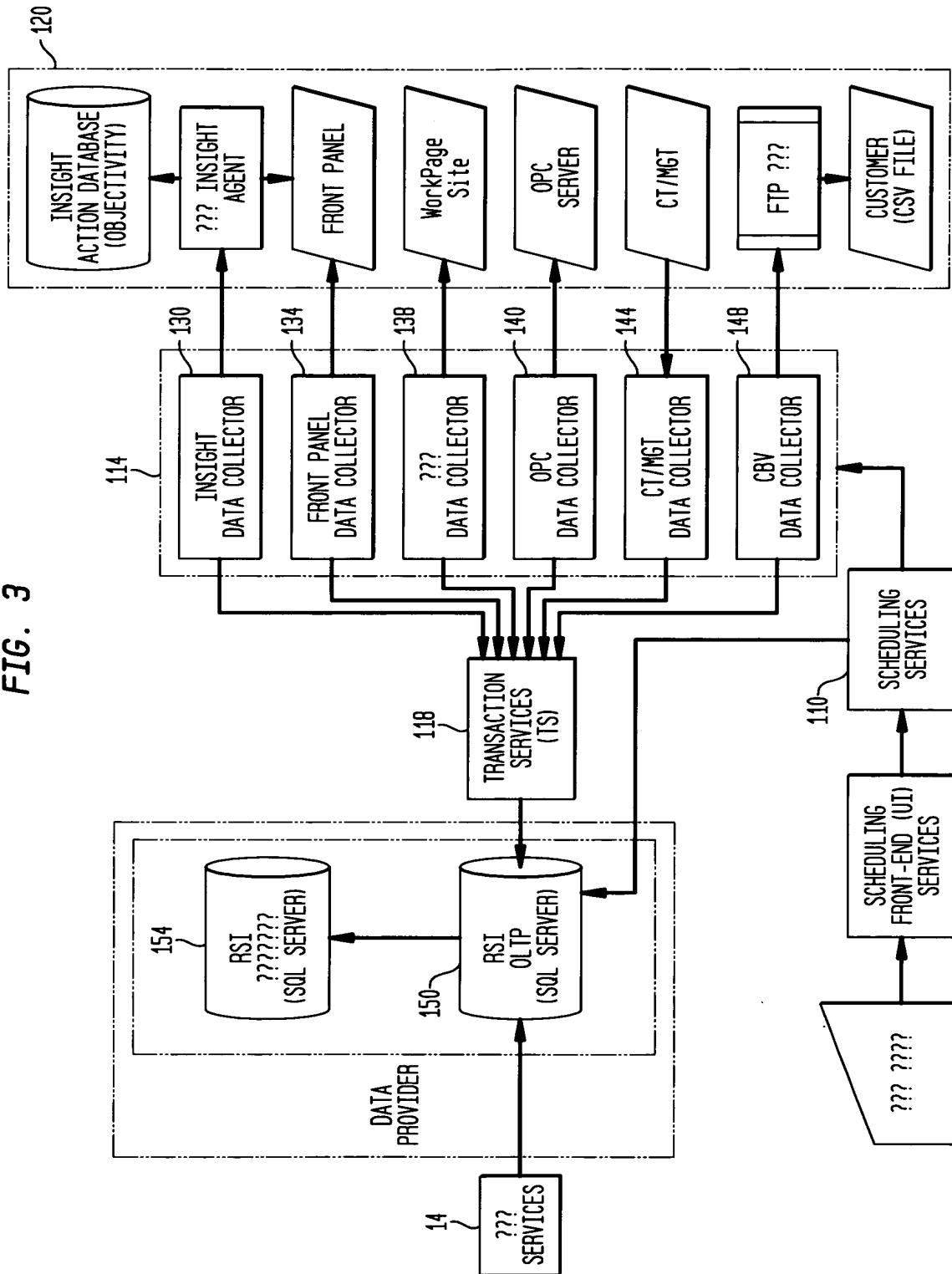


FIG. 4

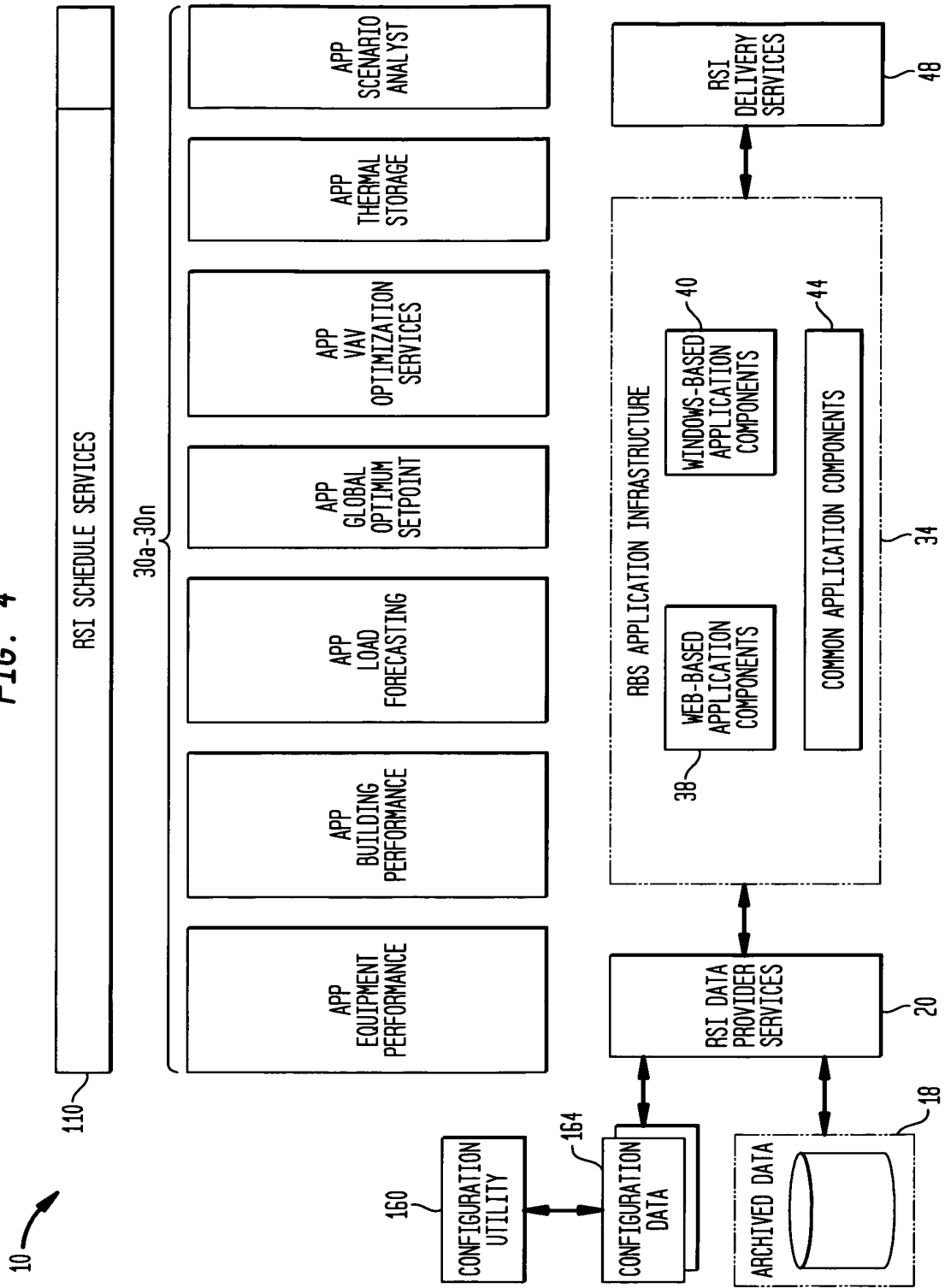
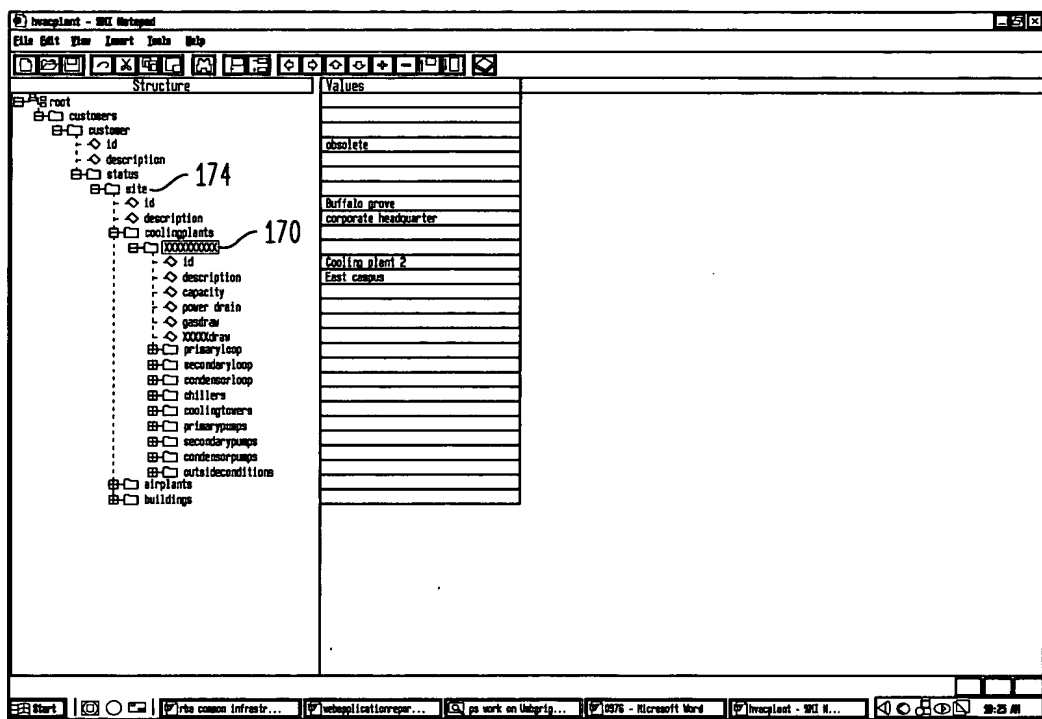
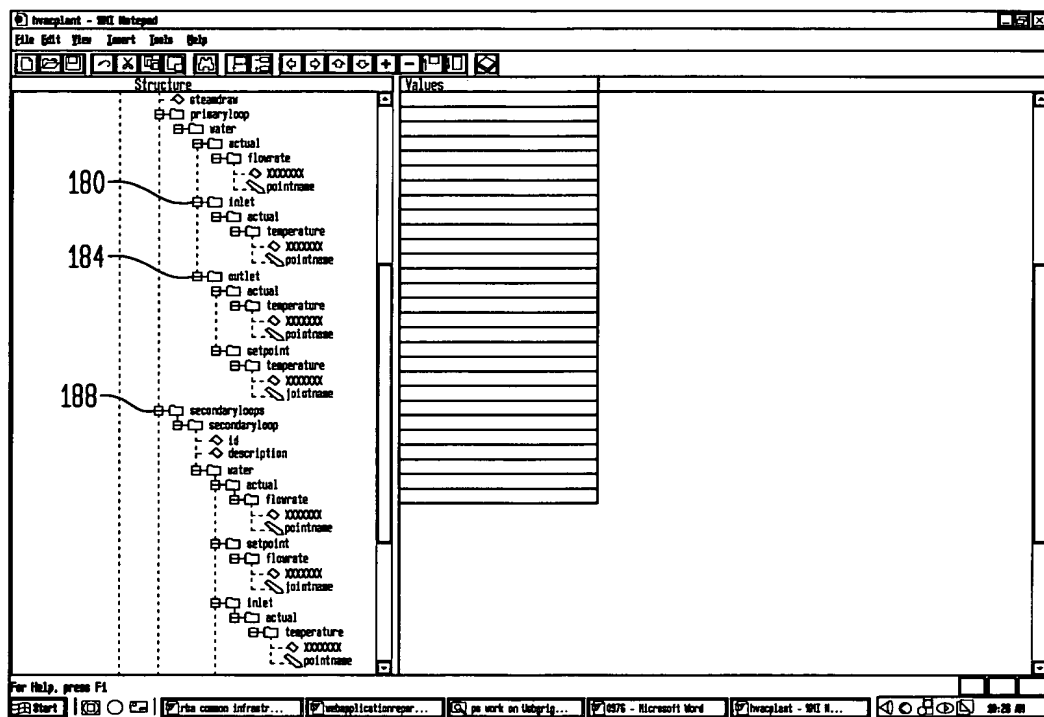


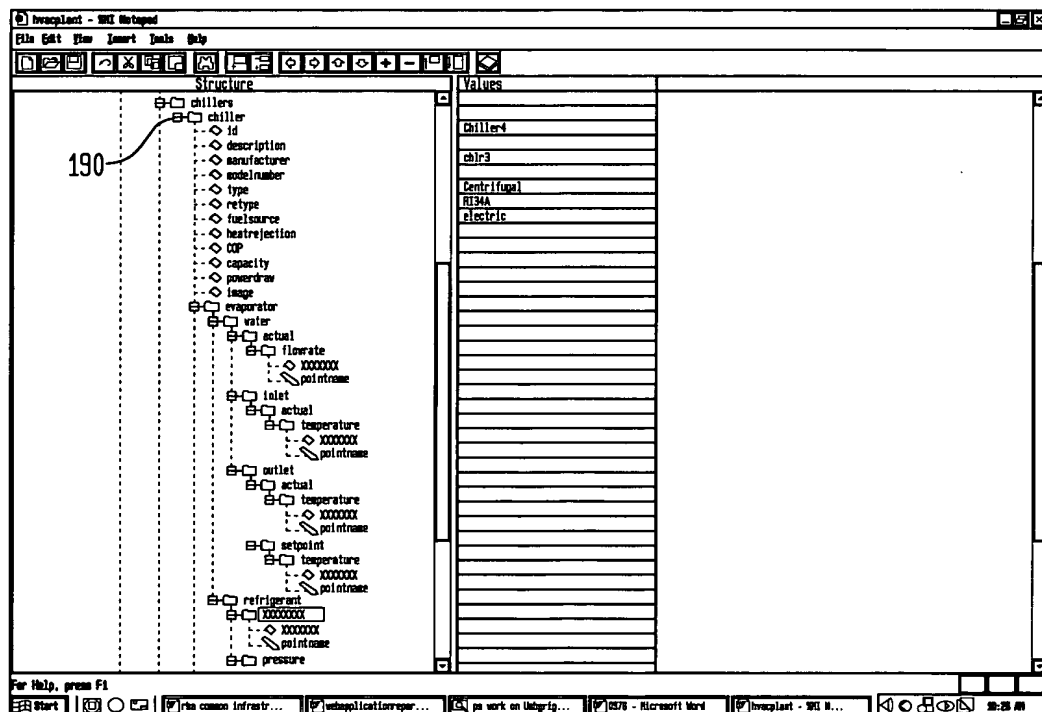
FIG. 5



**FIG. 6**



**FIG. 7**





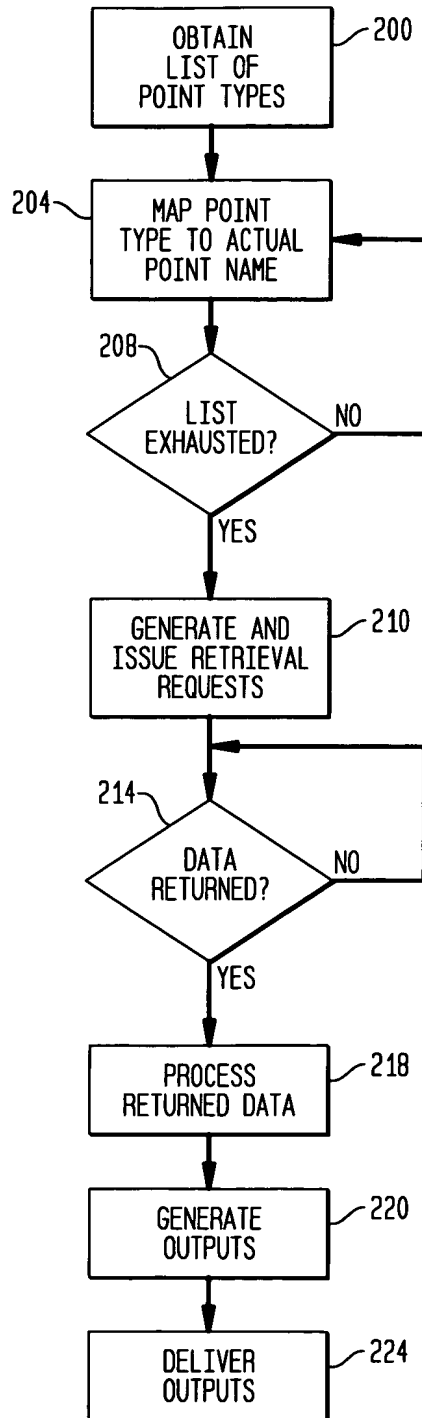
**FIG. 8**

FIG. 9

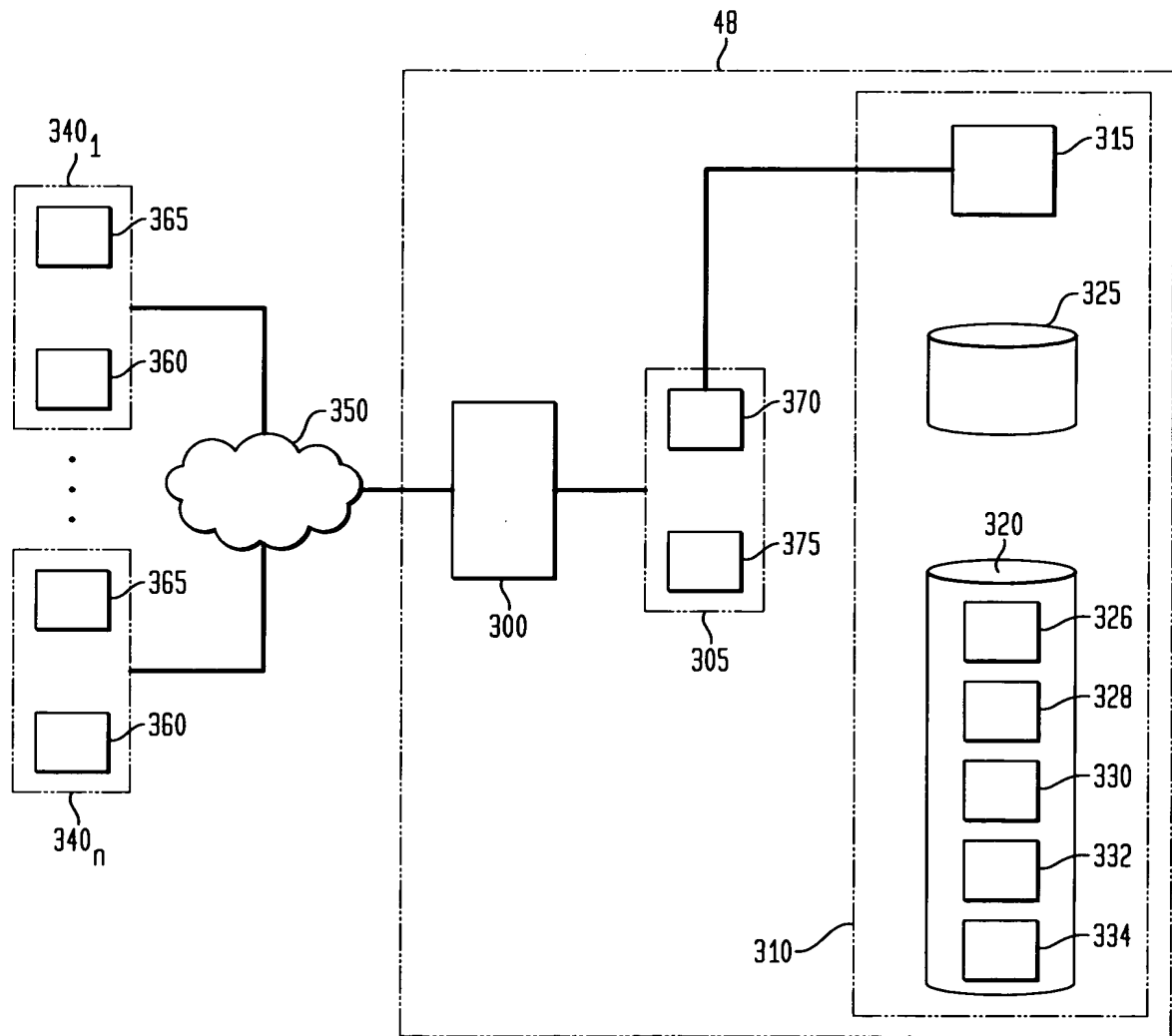
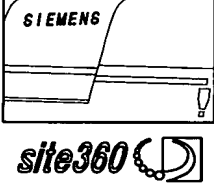


FIG. 10

400



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Search for...  go >

Service Central Fileshare Administration Log Out  
Home | >Service Central >Service Activity

430  
Request Service

→ Service Activity  
Open Calls  
Closed Calls  
Custom Reports  
TSP Contracts 435  
Equipment  
Sites 440  
Request Service

### Service Activity

The service activity function provides online access to all service information for the sites, equipment, and service activities that you are authorized for. Clicking any of the links provides more detailed information for that entry.

**Summary**  
The summary provides an overview of all service activity for all sites for which you are authorized grouped by status, call type, and system type.

**Call Status**

Open ▶ 13 — 406

Closed ▶ 150 — 410

**Call Type**

Preventive ▶ 146 — 414

Corrective ▶ 17 — 416

**System**

Fire ▶ 18 — 418

HVAC ▶ 56 — 422

Mechanical ▶ 54 — 424

Security ▶ 35 — 426

**Detail**  
The table below lists detail for all sites, as well as the service activity information associated to them, for which you are authorized. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 43

Site	Call Status		Call Type		Type	System	Number
	Open	Closed	Preventive	Corrective			
▶SZ COLLEGE PARK (B320013)	▶ 1	▶ 0		▶ 0	▶ 1 HVAC		▶ 1
▶SZ COLLEGE PARK (B320013)	▶ 0	▶ 3		▶ 3	▶ 0 Mechanical		▶ 3
▶SZ EAST LIBRARY (B408013)	▶ 0	▶ 1		▶ 1	▶ 0 Mechanical		▶ 1
▶SZ EAST POINT (B425013)	▶ 2	▶ 0		▶ 0	▶ 2 HVAC		▶ 2
▶SZ EAST POINT (B425013)	▶ 0	▶ 1		▶ 1	▶ 0 Mechanical		▶ 1

▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →

402

404

428

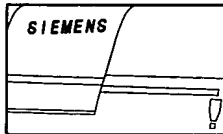


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FIG. 12

600



→ Service Activity  
→ Open Calls  
→ Closed Calls  
→ Custom Reports  
TSP Contracts  
Equipment  
Sites  
Request Service



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Search for... go >

Service Central Fileshare Administration Log Out  
| Home | >-- >-- >Open Calls >Service Order

Request Service

### Service Order



Below is detailed information for the individual service order you have selected.

#### Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	030321-0852	Customer Name	Demonstration Customer
PO Number	200303974	Contract No.	
Site	SZ MULTIPURPOSE (8251013)	System	Mechanical
Status	Open	Open Date	4/23/03
Call Type	Preventive	Closed Date	
Request Type	fax		
Problem Type	Repair or Replace Parts		
Call Priority	Next Scheduled Visit		

#### Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

Problem Description REPLACE SCREENS FOR CIRCULATION PUMP STRAINER  
Resolution

#### Further Information

Use the following links to get further equipment, call, or appointment information.

go to Equipment Call Log Appointments

#### Equipment

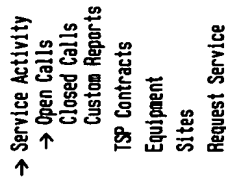
The table below lists equipment that was serviced on the selected order number.

No Data Available.

#### Call Log

The table below lists all activities logged to the selected service order number.

700



Search for...

99 ^

Home | >-- >-- >Open Calls >Service Order



**Appointment**  
Below is the detailed information for the single appointment selected for this call.

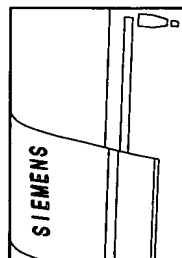
The summary provides an overview of information related to the selected appointment.

## Equipment

The table below lists the equipment that service was performed on for this particular appointment. If no data appears, service has not yet been performed.

**No Data Available.**

**FIG. 14**



800

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g  
^

Search for...

Service Central Fileshare Administration Log Out

Home | >-- >-- >Closed Calls

Request Service



→ Service Activity  
Open Calls  
→ Closed Calls  
Custom Reports  
TSP Contracts  
Equipment  
Sites  
Request Service

## Closed Calls

Below is an overview of all service activities with a "closed" status (this includes completed, closed and paid calls). Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report.




Item 1-5 of 178		810	Export to:				 .xls	 .doc	
Open Date	Order No.	Status	Site	Description	Call Type	System	PO No.		
4/16/03	► 030307-3331	Complete	SZ EAST POINT (8425013)	PH	Preventive	Mechanical	200305028		
4/16/03	► 030303-0116	Complete	UPS 35 Glenlake Fire	TAMPER TROUBLE	Preventive	Fire			
4/10/03	► 030307-3327	Complete	SZ FAIRBURN (8323013)	PH	Preventive	Mechanical			
4/10/03	► 030410-0128	Complete	SZ MULTIPURPOSE (8323013)	CHANGE THE BELTS	Preventive	Mechanical			
4/9/03	► 030307-3325	Complete	SZ SOUTHWEST (8440013)	PH	Preventive	Mechanical	200304882		
► 1-5	► 6-10	► 11-15	► 16-20	► 21-25	► 26-30	next →	→ Display Equipment / Contract No.		



FIG. 15

900





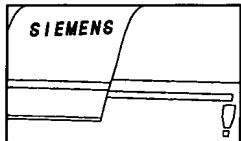

		<b>SIEMENS</b>						<a href="#">site360 Home</a>   <a href="#">site360 Ordering</a>   <a href="#">Help</a>   <a href="#">Contact Us</a>   <a href="#">Sitemap</a>																																																			
		Search for... <input type="text"/> go >						<a href="#">Service</a>   <a href="#">Fileshare</a>   <a href="#">Administration</a>   <a href="#">Log Out</a> <a href="#">Home</a>   >... >... >Selected Services																																																			
								 Request Service																																																			
→ Service Activity → Open Calls → Closed Calls → Custom Reports → Selected Services → TSP Contracts → Equipment → Sites → Request Service		<p><b>Selected Services</b></p> <p>The Selected Services function provides an overview of selected service activities for the site and system type you selected. Clicking Display filter criteria enables you to view the criteria set for this report and to also select different filtering criteria options to modify the report, if desired. You can also export the table content to another format by clicking the desired file format symbol to the right.</p> <p>Item 1-5 of 15</p> <table border="1"> <thead> <tr> <th>Open Date</th> <th>Order No.</th> <th>Status</th> <th>Status</th> <th>Description</th> <th>Call Type</th> <th>System</th> <th>PO No.</th> </tr> </thead> <tbody> <tr> <td>5/1/03</td> <td>▶ 030409-0306</td> <td>Open</td> <td>MURRAY ELEMENTARY</td> <td>PREVENTIVE MAINTENANCE</td> <td>Preventive</td> <td>HVAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0307</td> <td>Open</td> <td>NEHAWKA MIDDLE</td> <td>PREVENTIVE MAINTENANCE</td> <td>Preventive</td> <td>HVAC</td> <td></td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0308</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>PREVENTIVE MAINTENANCE</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>5/1/03</td> <td>▶ 030409-0309</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>PREVENTIVE MAINTENANCE</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> <tr> <td>4/16/03</td> <td>▶ 030409-0310</td> <td>Open</td> <td>CONESTOGA HIGH SCHOOL</td> <td>PREVENTIVE MAINTENANCE</td> <td>Preventive</td> <td>HVAC</td> <td>SIGNED TSP</td> </tr> </tbody> </table> <p>▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →</p> <p>→ Display Filter Criteria →</p> <p>→ Display Equipment / Contract No.</p>										Open Date	Order No.	Status	Status	Description	Call Type	System	PO No.	5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC		5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC		5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP	5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP	4/16/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP
Open Date	Order No.	Status	Status	Description	Call Type	System	PO No.																																																				
5/1/03	▶ 030409-0306	Open	MURRAY ELEMENTARY	PREVENTIVE MAINTENANCE	Preventive	HVAC																																																					
5/1/03	▶ 030409-0307	Open	NEHAWKA MIDDLE	PREVENTIVE MAINTENANCE	Preventive	HVAC																																																					
5/1/03	▶ 030409-0308	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP																																																				
5/1/03	▶ 030409-0309	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP																																																				
4/16/03	▶ 030409-0310	Open	CONESTOGA HIGH SCHOOL	PREVENTIVE MAINTENANCE	Preventive	HVAC	SIGNED TSP																																																				



FIG. 16

1000






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Search for...  go >

Service Central Fileshare Administration Log Out

| Home | > > Request Service

 Request Service

Service Activity  
TSP Contracts  
Equipment  
Sites  
→ Request Service

Request Service

This page is for submitting online service requests.  
For emergency or after-hours service, please call your local branch office.

\* Indicates required field.

Request Type \*

Request for service

Priority \*

Next Business Day

Select Site \*

OR Enter Site

Select Equipment \*

OR Enter Equipment \*

Location \*

Description \*

PO No.

Last Name

Wallace

First Name

Michael

E-mail \*

michael.wallace@siemens.com


Phone

847-215-1000



FIG. 18

**1200**



Service Central | Fileshare | Administration | Log Out  
Home | >Service Central >TSP Contracts >Active Contracts

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Search for...  go >

Request Service

**Service Activity**

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports
- Equipment
- Sites
- Request Service

**Active Contracts**

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3 **1220**

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶ MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶ PB-1394		FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶ PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

→ Display Equipment

**Service Activity**

- TSP Contracts
- Active Contracts
- Expiring Contracts
- Cancelled Contracts
- Expired Contracts
- Custom Reports
- Equipment
- Sites
- Request Service

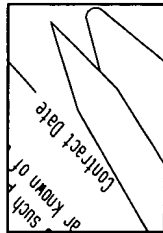
**Active Contracts**

Below is an overview of all active service contracts. Clicking Display filter criteria and selecting different filtering criteria options allows you to modify the report. Clicking any of the links provides more detailed information for that entry. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-3 of 3 **1220**

Contract No.	Po No.	Description	Site	Status	Effective Date	Renewal Date	System
▶ MS-6699		TIME & MATERIAL	UPS 35 Glenlake Mechanical	Active	1/1/03	12/31/03	Mechanical
▶ PB-1394		FULL COMPREHENSIVE	Multiple Sites	Active	1/1/03	12/31/03	HVAC
▶ PC-1512			UPS 55 Glenlake FIRE	Active	8/1/02	7/31/03	Fire

→ Display Equipment



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FIG. 19

1300

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Search for... go >

Service Central Fileshare Administration Log Out

Home | >Service Central >TSP Contracts >Expired Contracts >Individual Contract

Request Service



### Individual Contract

The Individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

#### Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PC-1335	PO No.
Status	Expired	
Effective Date	2/1/02	SBT Branch
Renewal Date	1/31/03	Secondary Contact
Time to Renewal	-21 Days	Coverage Type
Service Technician/ Account Engineer	Chris Howell	LABOR ONLY
		HVAC

Description LABOR ONLY

#### Service Activity

Use the following links to get service history or scheduled service information.

→ Service History → Scheduled Services

Detail 1330 1340

Clicking an existing service contract displays the contract in its entirety.

#### Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

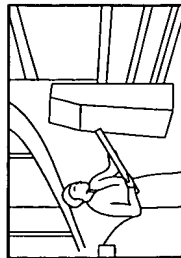
Item 1-1 of 1	Site	Equipment
1330	1330	1370
1350	1360	1360

1350

UPS 35 61entake Fire

MECH/SPEC SCHEDULING





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- Service Activity
- TSP Contracts
- Equipment
- Sites
- Request Service

FIG. 20

1400

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Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment


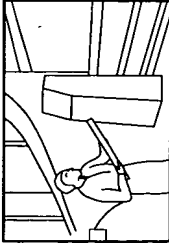

Request Service

Equipment

The equipment function provides complete service and technical information for your equipment. Select a site from the dropdown box and click go. A table of all equipment for that site appears. Click a specific equipment link to get detail for that piece of equipment.

Item 1-5 of 35	Site	Equipment or Services	Quantity	Location	Export to:	Asset ID	System
UPS 35 6lenlake Automation	1404	▶	1	CABINET 11	.xls	UPS356L01	HVAC
UPS 35 6lenlake Automation	1406	▶	1	CABINET 12	.doc	UPS356L02	HVAC
UPS 35 6lenlake Automation		▶   CLIENT WORKSTATION REV #	1	INSIGHT 03		UPS356L03	HVAC
UPS 6lenlake Fire		▶   MECH/SPEC SCHEDULING	1			UPS356L04	HVAC
UPS 55 6lenlake Automation		▶	1	CABINET 1 MAIN CHILLER PLANT		UPS556L01	HVAC
▶ 1-5 ▶ 6-10 ▶ 11-15 ▶ 16-20 ▶ 21-25 ▶ 26-30 next →							

FIG. 21



1500

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Search for ...

go >

Service Central Fileshare Administration Log Out

Home | >Service Central >Equipment >--- >Individual Equipment

Request Service

Individual Equipment

The individual equipment function provides all relevant technical information and detail for the selected piece of equipment.

Detail

Equipment	CLIENT WORKSTATION	Asset ID	UPS3561.03
Site	UPS 35 Glenlake Automation	Warranty Expiration	
Equipment Quantity	1	Contract No.	PB-1394 1520
Equipment Location	INSIGHT 03	System	HVAC

Service Activity

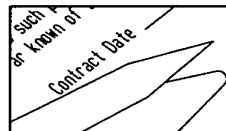
Below is an overview of all service activities with an "open" status (this includes open, scheduled, and dispatched calls) for this piece of equipment.

Item 1-1 of 1	Description	Export to:	.xls .doc ASCII
Open Date		Order No.	PQ No.
1/7/03	FULL COMPREHENSIVE	PB-1394-0036	1540
Closed Calls			
Below is an overview of all service activities with a "closed" status (this includes completed, closed, and paid calls) for this piece of equipment.			
Item 1-2 of 2	Description	Export to:	.xls .doc ASCII
Open Date		Order No.	PQ No.
7/3/02	FULL COMPREHENSIVE	PB-1394-0036	1560
4/4/02	FULL COMPREHENSIVE	PB-1394-0036	1560

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FIG. 22



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- Service Activity
  - TSP Contracts
    - Active Contracts
    - Expiring Contracts
    - Cancelled Contracts
    - Expired Contracts
    - Custom Reports
  - Equipment
  - Sites
  - Request Service

1610

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Search for... go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >Individual Contract

Request Service

### Individual Contract



The individual contract function provides complete detail for the selected contract. For example, which sites and equipment are covered, contract duration, and service history under the specified contract.

#### Summary

The summary provides an overview of information related to the selected service contract.

Contract No.	PB-1394	PO No.	
Status	Active		
Effective Date	1/1/03	SBT Branch	ATLANTA
Renewal Date	12/31/03	Secondary Contact	Jacquelyn Brewer
Time to Renewal	313 Days	Coverage Type	FULL COMPREHENSIVE
Service Technician/ Account Engineer	M. Kevin Mote	System	HVAC

Description FULL COMPREHENSIVE

1630

#### Service Activity

Use the following links to get service history or scheduled service information.

1620

→ Service History → Scheduled Services

1650

#### Detail

Clicking an existing service contract displays the contract in its entirety.

1640

1660

#### Sites & Equipment

The table below lists sites and equipment covered under this service contract. Select the desired site from the left side of the table. The equipment covered by the contract for the selected site will then display on the right side of the table.

Item 1-3 of 3

.xls

.doc

ASCII

Item 1-3 of 3

Site

▶ UPS 35 Glenlake Automation

▶ UPS 55 Glenlake Automation

▶ UPS 55 Glenlake Automation

1670

Equipment

|

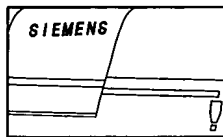
|

| CLIENT WORKSTATION REV\*

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FIG. 23



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- Service Activity
  - Open Calls
  - Closed Calls
  - Custom Reports
  - Selected Services
- TSP Contracts
- Equipment
- Sites
- Request Service

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Search for... go >

Service Central Fileshare Administration Log Out  
| Home | >Service Central >Equipment >-- >Service Order

Request Service

1700

### Service Order

Below is the data for the single service activity you have selected.

#### Summary

The summary provides an overview of information related to the selected service order number.

Service Order No.	020625-0566	Customer Name	Demonstration Customer
PO Number		Contract No.	► PB-1394
Site	UPS 35 Glenlake Automation		1720
Status	Closed	System	HVAC
Call Type	Preventive	Open Date	7/3/02
Request Type	generated	Closed Date	7/5/02
Problem Type	MAINTENANCE		
Call Priority	Next Scheduled Visit		

#### Detail

The problem and resolution area provides a description of the requested service and what action has been taken to resolve the issue.

#### Problem Description

Resolution JEFF C. 7/3/02-BUILDING ON GENERATOR AT THIS TIME.

#### Further Information

Use the following links to get further equipment, call, or appointment information.

go to ↙ Equipment ↘ Call Log ↘ Appointments ↘  
Equipment 1750 1760 1770

The table below lists equipment that was serviced on the selected order number.

Item 1-3 of 3

Equipment Name	Equipment Quantity	Location	Asset ID
►		1 CABINET 11	UPS356L01
►		1 CABINET 12	UPS356L02
►  CLIENT WORKSTATION REV*		1 INSIGHT 03	UPS356L03

#### Call Log

The table below lists all activities logged to the selected service order number.

No Data Available.

1710

1730

1740

1780

1790



FIG. 24

1800

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**Request Service**

**Service Activity**

TSP Contracts

Equipment

→ Sites

**Request Service**

**Sites**

The site function provides complete service information for an individual site. Click any site link to get specific detail for that site. You can also export the table content to another format by clicking the desired file format symbol to the right.

Item 1-5 of 35

Site

► Primary

► SZ COLLEGE PARK (8320013) 1810

► SZ EAST LIBRARY (8408013)

► SZ EAST POINT (8425013)

► SZ ELECTION WSE (8804013)

► 1-5 ► 6-10 ► 11-15 ► 16-20 ► 21-25 ► 26-30 next →

Export to: .xls .doc ASCII

→ Display Filter Criteria →



25/30

**FIG. 25**

**SIEMENS** 1900

Siemens Building Technologies Home News Help Contact Us Sitemap

Search for...  go >

Service Central Fileshare Administration Log Out

| Home | >Service Central >Sites >-- >Individual Site

**Request Service**

→ Display Filter Criteria →

The individual site function provides detailed data for a single, selected, site enabling you to easily supervise and track all service activity for that site.

### Service Activity Summary

The summary provides an overview of all service activity for this site grouped by status, call type, and system type.

<u>1910</u>	Site	SZ COLLEGE PARK (B320013)	Call Type	1930
			Preventive	▶ 3 — 1965
			Corrective	▶ 1 — 1970
<u>1920</u>	Call Status		System	1940
	Open	▶ 1 — 1950	HVAC	▶ 1 — 1975
	Closed	▶ 3 — 1960	Mechanical	▶ 3 — 1980

Service Activity  
TSP Contracts  
Equipment  
→ Sites  
Request Service

### Service Activity Detail

The table below lists detail for the individual site, as well as the service activity information associated with it. Clicking any table header will sort the data by that column. You can also export the table content to another format by clicking the desired file format symbol to the right.

1985

Item 1-4 of 4

Order No.	PO No.	Description	Call Status	Call Type	Open Date	System
▶ 021001-0210	PC-02SC07314	ANNUAL CHILLER PM	Closed	Preventive	10/7/02	Mechanical
▶ 021008-0275	PC02SC07314	INSTALL 2 CHECK VALVES & CLEAN	Closed	Preventive	10/16/02	Mechanical
▶ 021016-0068	PC-02SC07314	PM REPAIRS	Closed	Preventive	10/7/02	Mechanical
▶ 030206-0002		this is a test for the call t*	Open	Corrective	2/6/03	HVAC

Export to: .xls .doc ASCII



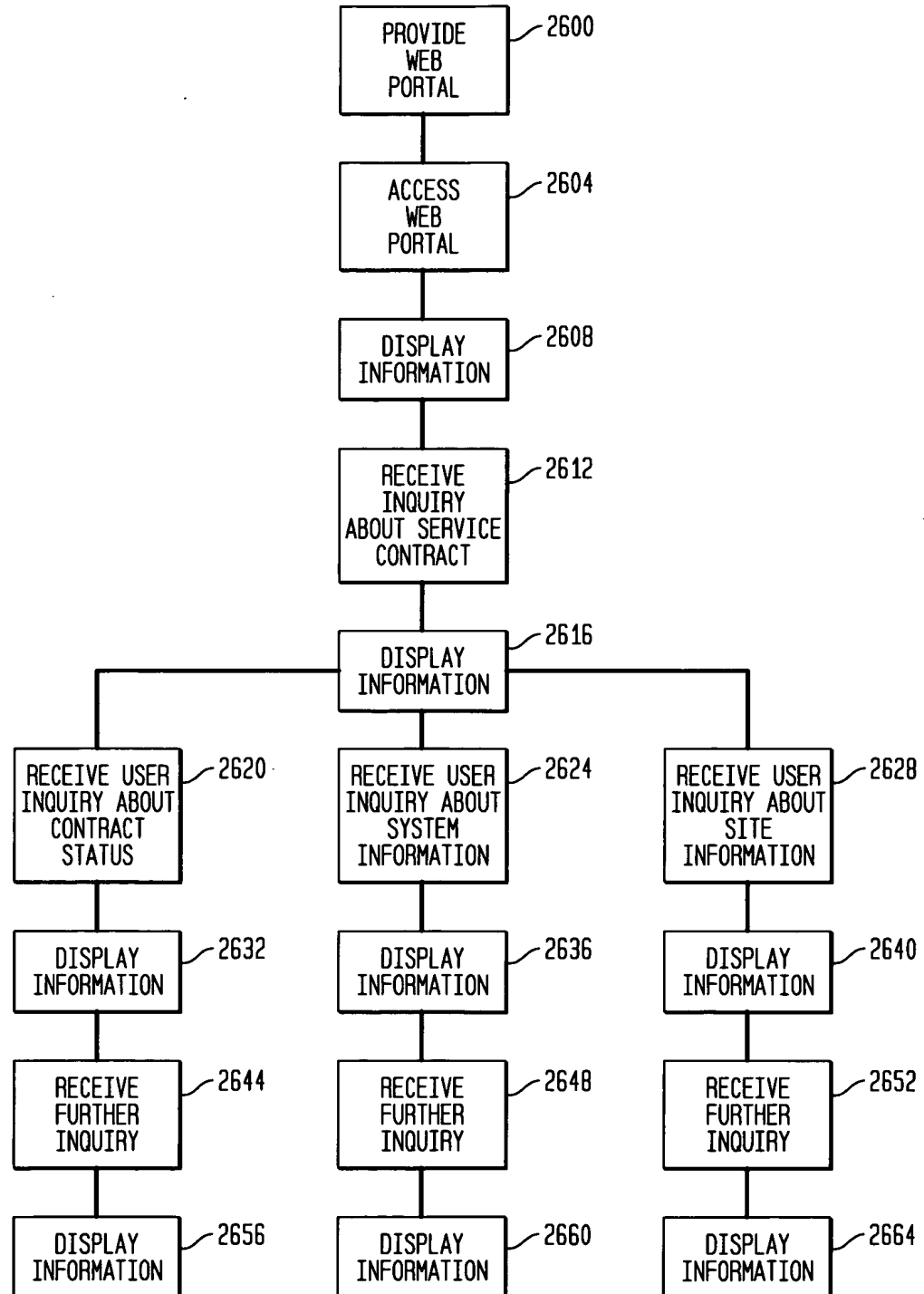
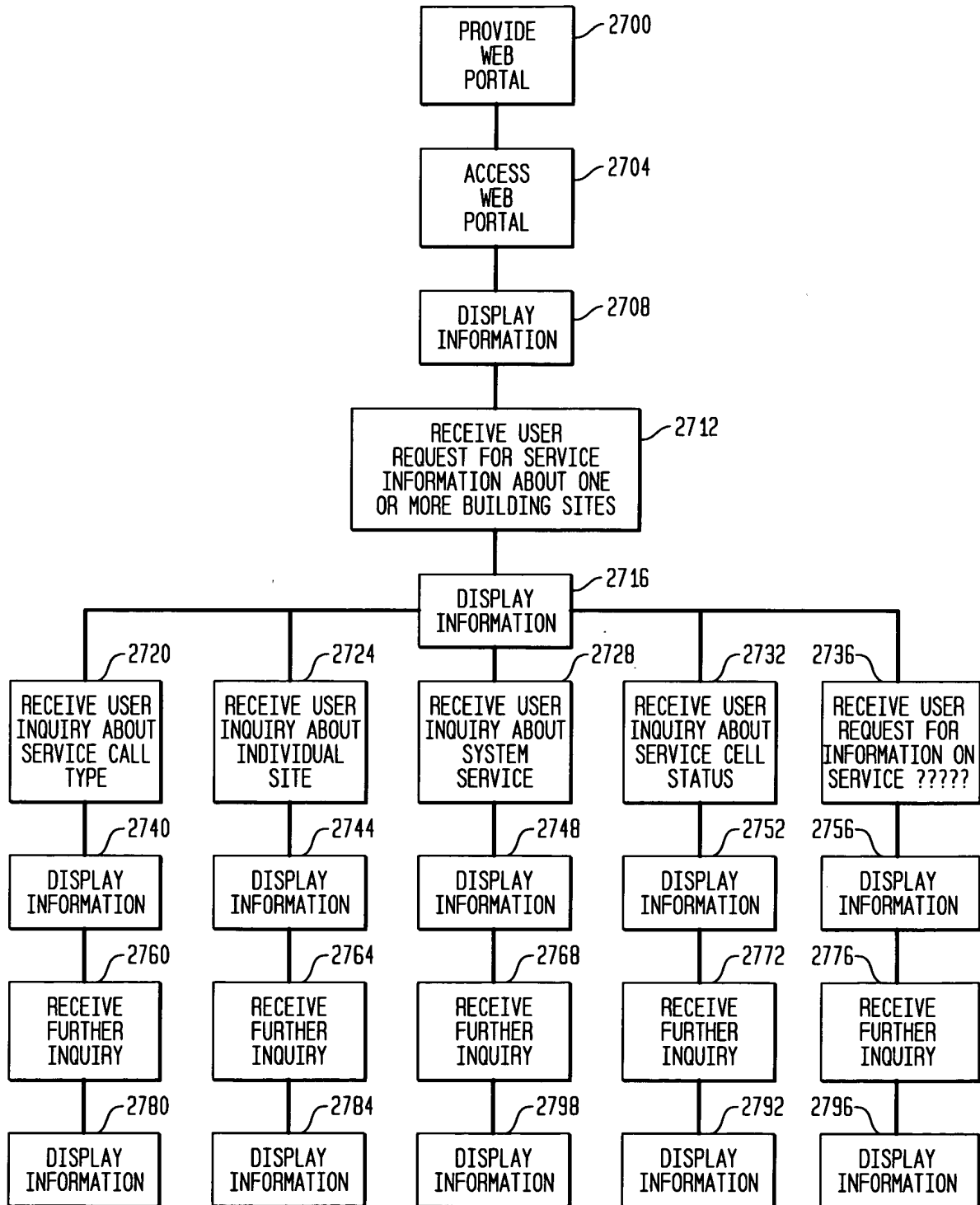
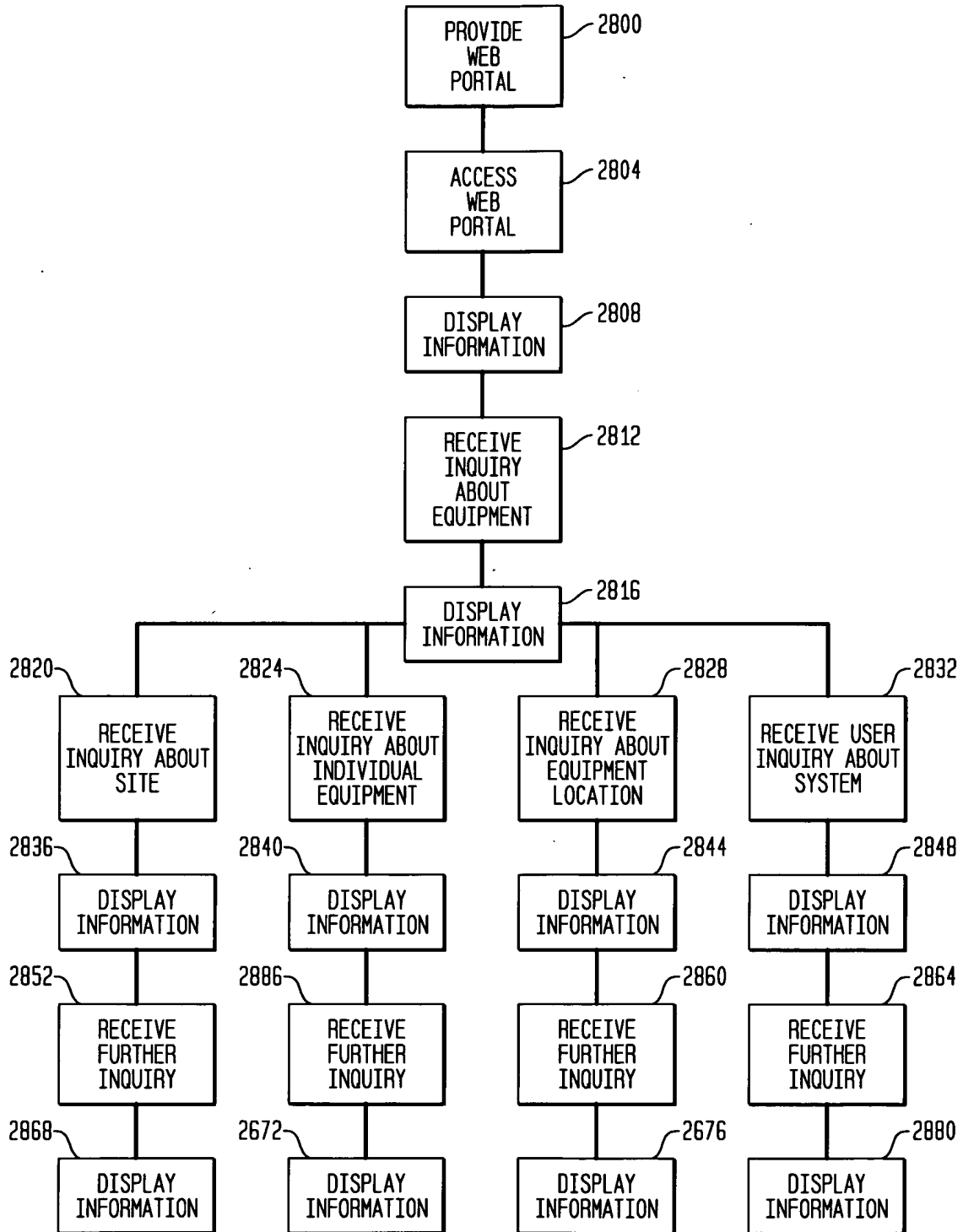
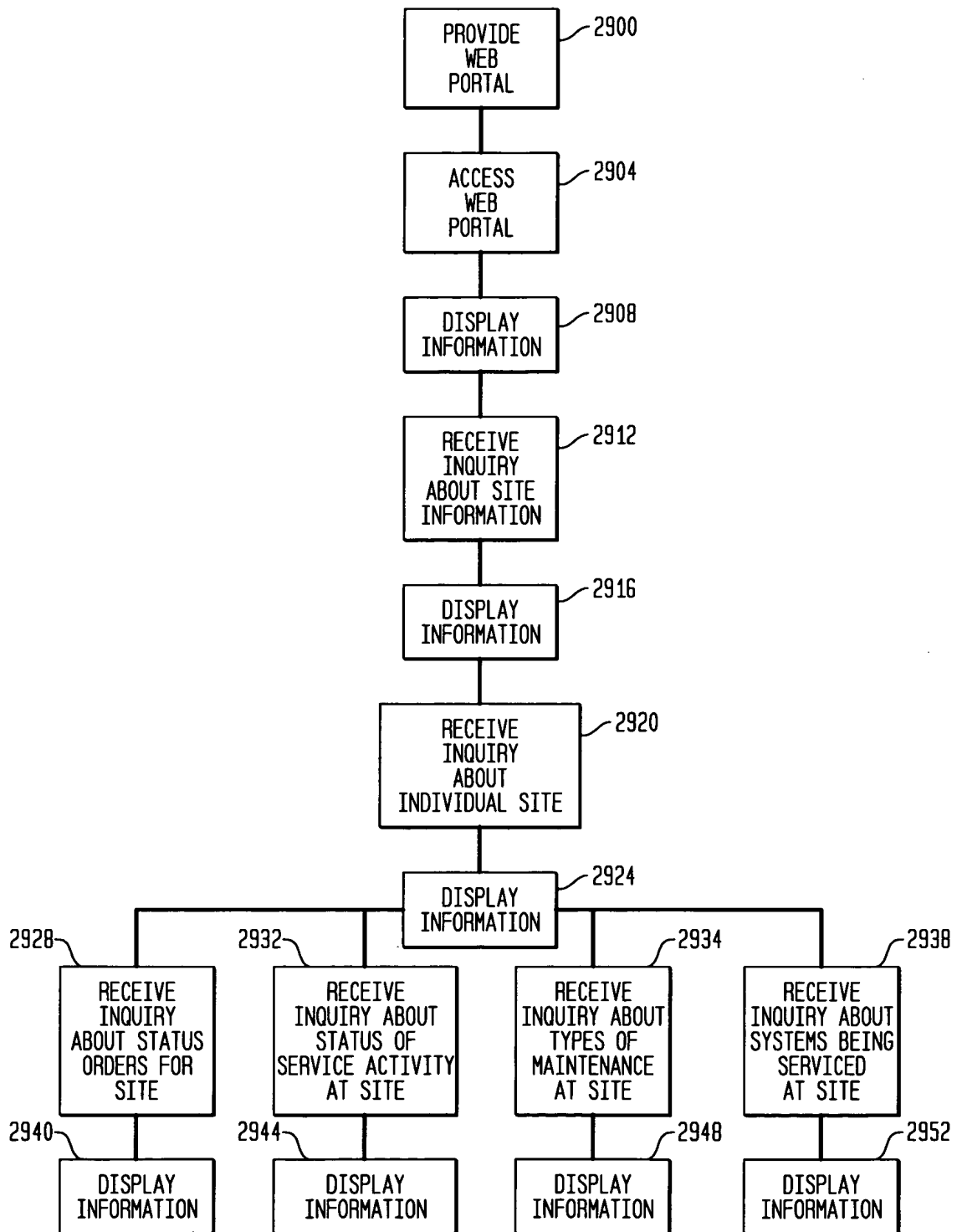
**FIG. 26**

FIG. 27



**FIG. 28**

**FIG. 29**

**FIG. 30**

